

# 2023 Indian Health Service Partnership Conference

## It's About Us

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INDIAN HEALTH SERVICE



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# Introducing the Presenter

Barbara Roland, MBS, LPC, is the Supervisory Healthcare Administrator (Mental Health Chief) for the Division of Behavioral Health, Office of Clinical and Preventative Services. She began her work with the Indian Health Service as the Supervisor of Behavioral Health at the Lawton Indian Hospital in 2015. Ms. Roland moved to the Behavioral Health Consultant position for the Oklahoma City Area in 2017. She is a Citizen of the Cherokee Nation.

Ms. Roland received her Masters of Behavioral Studies (Counseling Psychology) from Southeastern Oklahoma State University in Durant, Oklahoma and a Bachelors of Business Administration from Northwood University in Cedar Hill, Texas. She served as a Military and Family Life Counselor (contractor) with the U. S. Army and the U.S. Air Force. Her work there included marriage and family, children, and presentations to military members and their families in Behavioral Health issues. She worked with soldiers prior to deployment for mission readiness and deployment issues.

Prior to coming to IHS, Barbara worked in the fields of substance use disorder, children and family counseling, she was crisis counselor at a public school system, professor of drug and alcohol abuse and psychology at a community college in Texas, owner of The Family Forum (private practice) and as a military and family life counselor.

Ms. Roland may be contacted by email at [barbara.roland@ihs.gov](mailto:barbara.roland@ihs.gov). She is physically located at her home office, and her tour of duty is 7:00 AM to 3:30 PM EST. Her mailing address is: Barbara Roland, Division of Behavioral Health, Indian Health Service, 5600 Fishers Ln, MAIL STOP: 08N34A, Rockville, MD 20857.



# Disclaimer

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The views expressed in this presentation are those of the speaker and do not necessarily represent the views, policies, and positions of the Indian Health Service (IHS), or the U.S. Department of Health and Human Services (HHS).



# Objectives

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- Recognize the effects of stress, burnout, and compassion fatigue.
- Develop strategies to improve self-care and manage stress.
- Identify what leaders or organizations can do to help.



# IHS Mission Statement

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Our Mission: to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level



# Audience Poll

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## What profession best represents you?

- Healthcare administrator
- Manager
- Information Technology Staff Member
- Health Information Technology Staff Member
- Business Office Staff Member
- Financial Management
- Purchased/Referred Care
- Health Information Management
- Other



# What is Mental Health?

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# Mental Health

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- Mental health includes our emotional, psychological, and social well-being.
- It affects how we think, we feel, and act.
- It affects how you handle stress, relate to others, and make choices.





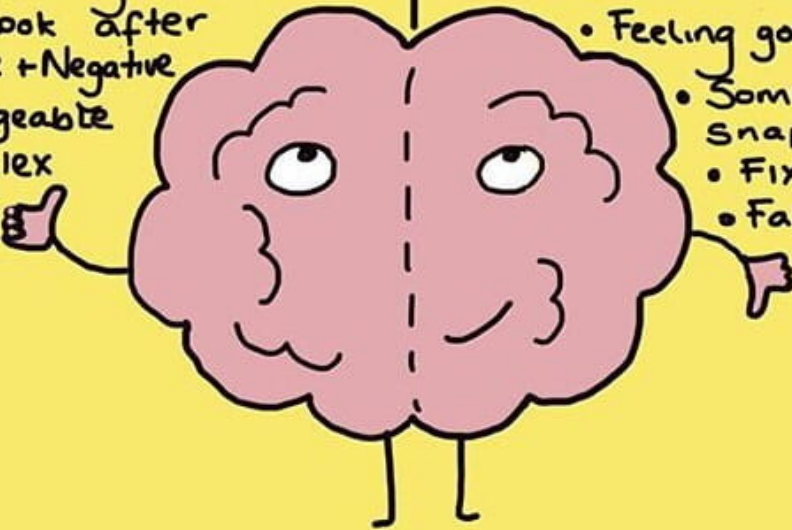
# MENTAL HEALTH

## IS...

- Important
- Something everyone has
- Intrinsically linked to (+ probably inseparable from) physical health
- On a continuum
- Worth making time for
- Part of being human
- Something we need to look after
- Positive + Negative
- Changeable
- Complex
- Real

## ISN'T...

- A sign of weakness
- Shameful
- All in your mind
- Always something negative
- Something you decide to have
- Something to think about only when it feels broken
- An interchangeable term with mental illness
- Feeling good all the time
- Something you can snap out of
- Fixed
- Fake news



Widener University  
2022



# Mental Health Concerns

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# Alarming Facts

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“Throughout the pandemic, health workers have reported high rates of stress, frustration, exhaustion, isolation, feeling undervalued, loss of sleep, anxiety, increased risk for substance use, and suicidal ideation.”

“Although there is more research in this area focused on clinicians, researchers are finding high rates of burnout, and mental health challenges such as stress, anxiety and depression, among non-clinical health workers as well, including operations staff in health facilities and public health workers.”



# Stress

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- Stress is a normal human reaction that happens to everyone.
- Stress is when you experience changes (stressors), and your body produces physical and mental responses.
- May be positive, and motivate us to take action.
- Even positive changes, like getting a job promotion can be stressful. This is called eustress.
- May be long-term or short-term.



# Common Causes of Stress

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- Needing to do a lot in a short amount of time
- Having a lot of small problems in the same day, like getting stuck in traffic or running late
- Getting ready for a work presentation or meeting a work deadline
- Having an argument



# Common Symptoms and Effects of Stress

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## **On Your Body**

Headache, Anxious, Muscle tension or pain, Restlessness,  
Chest pain, Upset stomach, Sleep Problems

## **On Your Mood**

Lack of motivation or focus, Fatigue, Feeling  
overwhelmed, Irritability or anger, Sadness



# Audience Poll

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What's one factor that commonly triggers you to feel stress at work?

- Heavy workload
- Changes within the organization
- Tight deadlines
- Communication Issues
- Shortage of staff
- Other



# Compassion Fatigue

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Compassion Fatigue: **Stress**  
**from helping or wanting to help**  
people who are experiencing  
trauma or suffering.





# Compassion Fatigue Triggers with examples

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- Providing therapy that introduces you to extreme or severe issues
- Being physically or verbally threatened when providing care
- Being confronted with suicide or threats of suicide by someone under your care
- Providing care in dangerous environments



# Burnout

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Burnout: is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:

- feelings of energy depletion or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.



# Burnout (cont.)

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- Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life.
- Burn-out is included in the 11th Revision of the International Classification of Diseases (ICD-11) as an occupational phenomenon. It is not classified as a medical condition.



# Symptoms and Effects of Burnout

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- Feelings of energy depletion or exhaustion
- Increased mental distance from one's job
- Reduced ability to meet the needs or expectations of the job
- Depersonalization (feeling disconnected or detached from one's body and thoughts)
- Lack of feelings of personal accomplishment
- Withdrawal, Negativity, Blaming others



# Burnout Facts

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- Burnout usually does not go away on it's own
- Self-care alone will not solve the burnout issue
- To address burnout fully, change has to occur at the organizational level



# Surgeon General Advisory on Burnout

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“Too often, interventions to address burnout and well-being focus on single, individual-level factors instead of systemic and multi-pronged efforts, and therefore have limited long-term impact on preventing burnout and improving well-being.”

“While personal stressors are important aspects of burnout, addressing the systems that health workers operate within—those that include staffing, assigning of tasks, and allocating resources in ways that can create or amplify burden—is critical to preventing and reducing burnout.”

U.S. Department of Health and Human Services, 2022



# Job Burnout Questions (to ask yourself)

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- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
- Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?



# Possible Causes of Burnout

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- Lack of Control
- Unclear Job Expectations
- Dysfunctional workplace dynamics
- Extremes of Activity
- Lack of social support
- Work-life imbalance





# Stigma

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Talking about mental health is one way to lessen the shame that some people feel because of stigma.



# Long Term Effects

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- Can lead to physical health conditions: high blood pressure, digestive problems, headaches, chest pain, heart problems
- Can lead to mental health conditions like depression, anxiety, panic attacks, insomnia
- Exacerbate pre-existing conditions



# Unhealthy Attempts to Cope

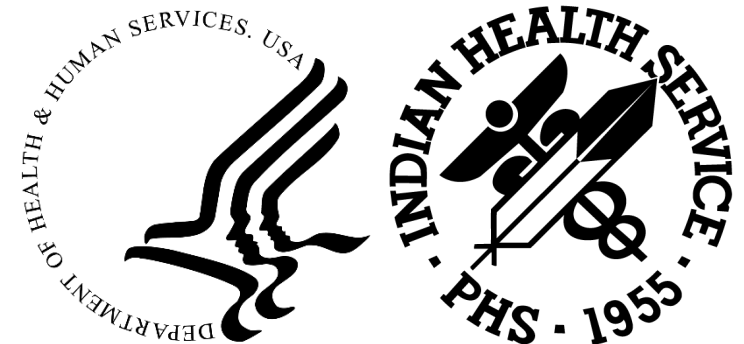
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- Alcohol & Drugs
- Gambling
- Unhealthy eating
- Neglect your own needs and interests
- Not exercising
- Not taking care of your physical and mental health
- Isolating



# Self Care and Stress Management

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# Self Care

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Self-care means taking the time to do things that help you live well and improve both your physical health and mental health.



# The Importance of Self Care

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- Self-care can help you manage stress, lower your risk of illness, and increase your energy.
- Self-care looks different for everyone, its important to find what works for you.
- Keep it simple, practice daily!



# Self Care Tips

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## Taking Care of You Daily

- Eat healthy, regular meals and stay hydrated
- Make sleep a priority
- Get regular exercise
- Try a relaxing activity (breathing exercise, meditation, muscle relaxation)
- Engage in your cultural, spiritual, and religious beliefs and activities
- Stay connected to people who provide you with emotional support
- Avoid mood-altering substances
- Engage pleasant events and activities that you enjoy



# Stress Management Tips

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# Tips for Stress Management

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## **Work Specific Stress**

Take breaks & use your leave to take care of yourself

Set goals & prioritize work tasks

Set healthy boundaries at work

Be mindful of what you have accomplished at the end of the day, celebrate your wins

Practice self-compassion

Show kindness & support for coworkers and team members (validate and listen)

Validate and affirm yourself

Acknowledge what you can and cannot control

Seek consultation from peers and colleagues, and check-in with your supervisor regularly



# Tips for Stress Management

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- Avoid gossiping about other colleagues
- If complaining a lot, limit complaining time to 5 minutes per day only



# Things to Avoid

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- Working “round the clock” with few breaks
- Working too long alone without checking in with colleagues
- Excessive intake of sweets, caffeine, alcohol
- “Only I can do \_\_\_\_\_” – pressure of being a Hero.”
- “It would be selfish to take time to rest.”
- “The needs of the patient are more important.”

Edwards et. al., 2020



# Affirmations to Deal with Work Stress

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- My well-being is my top priority.
- This is not the end of the world. I'll start again tomorrow.
- It's okay to pause and take a break.
- My worth is not defined by my to-do list.
- Delegation isn't failure. It's okay to ask for help.
- I'm not alone. I have options.
- I'm doing the best I can with the resources I have.
- I can only focus on what I'm responsible for.
- I am enough.\*



# Handling Job Burnout

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- Evaluate Options: discuss concerns with your supervisor.
- Seek Support: employee assistance program, mental health professional, supportive friend or family member.
- Set Boundaries.
- Mindfulness: do one thing at a time.
- Breathing & Relaxation Exercises.
- Get Exercise.
- Get Sleep.
- Utilize leave when needed to take breaks & get help.
  - Mayo Clinic, 2021



# Audience Poll

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What is one thing you want to work on to help you manage stress?

- Exercise
- Deep Breathing
- Relaxation Exercises
- Eat Well & hydrate
- Take a Break
- Make more time for hobbies
- Get support
- Go Easy on myself
- Other



# Get Help and Support

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- See a Therapist or Mental Health Professional
- Online Virtual Support Group or Therapy
- Ask your primary care doctor for a referral or recommendation
- Identify Free Local Support Groups or Services
- Cultural or Traditional Healers
- Religious or Spiritual Organizations



# Help Resources

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- Crisis Text Line (to connect with a crisis counselor):
  - Text HOME to 741741
  - Text NATIVE to 741741 (American Indian/Alaska Native Trained Specialist)
  - <https://www.crisistextline.org/text-us/>
  
- National Suicide Prevention Lifeline:
  - 988 or 1-800-273-TALK
  - <https://988lifeline.org/>





# Help Resources

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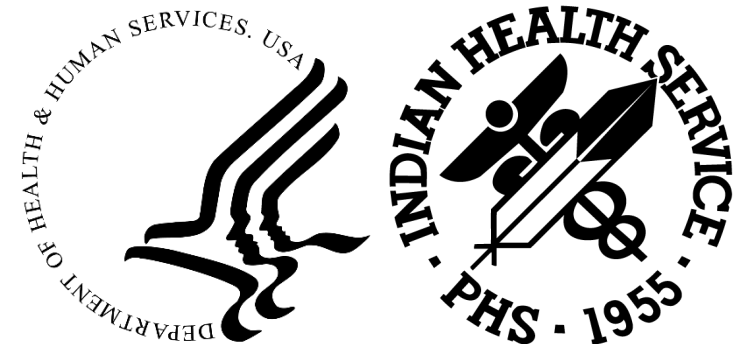
The Federal Occupational Health (FOH) Employee Assistance Program (EAP) Services are available for active federal employees and their immediate family.

- 1-866-4FOH-HLP (866-436-4457)
- [The Employee Assistance Program](#)



# How Leaders and Organizations Can Help

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# Employment Ongoing Engagement & Support

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- Taking action on Employee & Team Improvement Priorities
- Regularly recognizing individual and team accomplishments
- Annual staff/family picnic and annual Values Awards
- Development of a comprehensive mental health and wellness promotion resource file system based on categories, available on employee share drive
- Optimize availability and knowledge sharing on EAP, FMLA, and other community resources
- Regular communications on updates, progress on HR, COVID, or any relevant priority the organization is addressing and/or challenges



# Invest in Team Training and Connection

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- Strengths Deployment Inventory (SDI);
- Motivational Values
- Top Strengths
- Top Overdone Strengths
- Understand Conflict in Communication
- Annual multiple cultural training priorities
- Clinic wide and department improvement science training
- Clinic wide and department professional growth development training investments



# Articles for Staff

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- [6 Ways to Weave Self-Care Into Your Workday](#)
- [Caring for Your Mental Health](#)



# Articles for Leaders and Managers

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- [Framework for Improving Joy in Work](#)
- [Burnout is About Your Workplace, Not Your People](#)
- [Psychology of Change Framework to Advance & Sustain Improvement](#)
- [Addressing Health Worker Burnout](#)



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# Let's Practice

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Utilize ice breakers in virtual and in person meetings:

- If you could choose any vehicle, regardless of cost, what would it be?
- What is your ideal vacation spot?
- Choose a movie title for the story of your life.
- At which store would you like to max out your credit card?

Play a game of “gossip” and share information on an upcoming change.

\*Not important or high level items.

Compliment coworker or supervisees in a group setting, taking turns.

- Your work ethic speaks for itself.
- Having you on the team makes a huge difference.
- Your efforts at strengthening our culture are not unnoticed.





# Contact Information

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